



# Delmarva Power State of the Company

July 29, 2020



An Exelon Company

## **Presented by:**

Calvin Butler, *Senior Executive Vice President, Exelon; CEO, Exelon Utilities*

David Velazquez, *President & CEO, Pepco Holdings*

Gary Stockbridge, *Region President, Delmarva Power*

# **Exelon Utilities**

## **Presented by Calvin Butler**

*Senior Executive Vice President, Exelon; CEO, Exelon Utilities*





# Exelon Utilities: Local Bonds, National Support

**15,300**

Utility Employees



**\$51.5M**

Exelon's 2019 nationwide charitable giving

**25.6k mi<sup>2</sup>**

Combined service territory

**Best Employer For Diversity**

Third year *Forbes* named Exelon to its list

**\$2.4B**

Exelon diverse supplier spend

**\$20M**

The 10-year investment committed by Exelon and Exelon Foundation to fund the Climate Change Investment Initiative



**240,000**

Exelon employee community volunteer hours in 2019

**10M**

Electric and gas customers served by six utilities across the US

# Exelon Utilities Vision for a Smarter, Stronger, Cleaner Grid

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Our commitment is to efficiently deliver safe, affordable, reliable, and clean energy as well as innovative services that benefit our customers, communities and the environment

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We prioritize workforce development initiatives that represent and support the communities we serve, especially those that are underinvested

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We will be the platform through which our customers seamlessly connect to energy networks, devices and information, and enable the solutions to meet the climate challenge

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We will offer our employees an engaging and inclusive environment, our shareholders strong returns, and our partners and communities development opportunities

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# Exelon Utilities Brings Enhanced Capabilities and Capacity



**Peer Groups**



**Mutual Assistance**



**Best Practices**

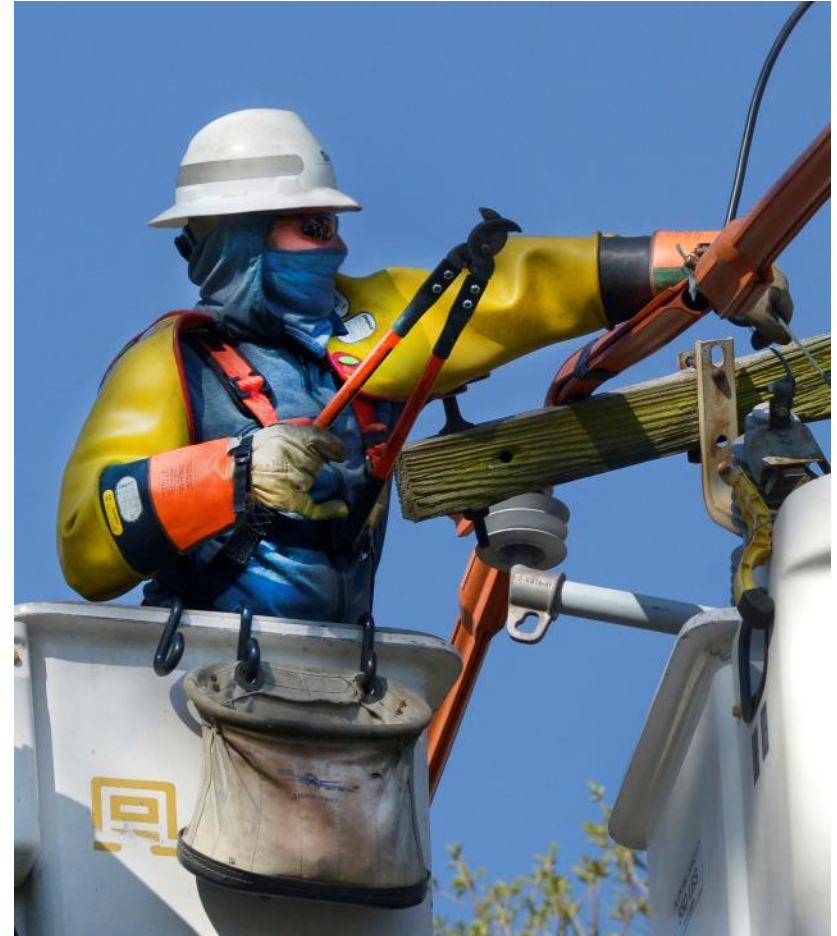


**Local & Diverse Suppliers**

**Cyber Security**



**Utility of the Future**



# Exelon Utilities Drives Enhanced Grid Capabilities for Customer Value



**Pepco Holdings**  
**Presented by David Velazquez**  
*President & CEO, Pepco Holdings*



# Pepco Holdings: Your Partner Across the Mid-Atlantic



**1.97M**

Electric Customers  
served by PHI



**8,340k mi<sup>2</sup>**

Combined  
service territory



**61%**

Recent promotions  
at PHI reflect the  
diversity of the  
communities we  
serve

**31%**

PHI's 2019 diverse spend



**Continuous Safety Improvement**

1<sup>st</sup> Quartile PHI Safety Performance, with an  
18% improvement in OSHA recordable events



# Powering Our Communities Through a Crisis

## Safety

- Safe and healthy environment
- Protective procedures for job sites
- Company-wide mask policy
- Large remote workforce
- Responsible re-entry process
- Access to information

## Providing Essential Services

- Special emphasis on employee and customer health and safety
- Prepared the local energy grid for summer and hurricane season
- Completed maintenance, inspections, upgrades and critical repairs
- Used drones to complete aerial inspections of circuits serving hospitals



## PHI 2020 Priorities:

Powering a cleaner  
and brighter future for  
our customers and  
communities



Driving Safety & Security



Fostering Partnerships to  
Create Connected  
Communities



Delivering Reliable &  
Excellent Service



Growing our Culture Through  
Diversity, Inclusion and Innovation



Achieving Regulatory, Policy &  
Financial Outcomes

**Delmarva Power**  
**Presented by Gary Stockbridge**  
*Region President, Delmarva Power*

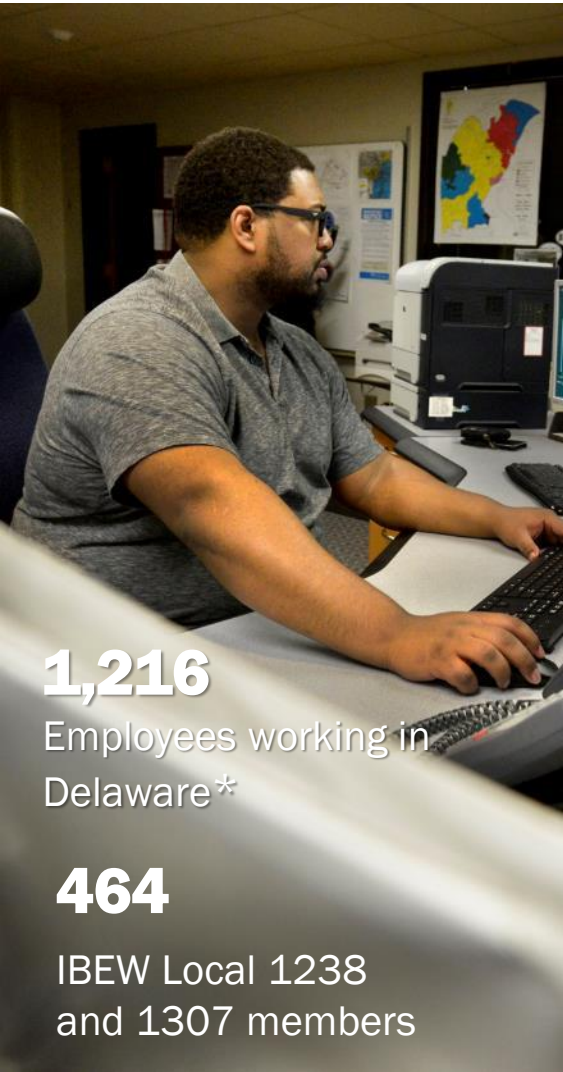


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# Delmarva Power: A Strong and Varied Footprint



**10,000**

Customers connected to energy assistance in 2019

**454,000**

Delaware customers



**1,216**

Employees working in Delaware\*

**464**

IBEW Local 1238 and 1307 members



**\$73M (25%)**

Delmarva Power diverse supplier spend

**52%**

Diverse hires in Delaware

*\*Includes PHI and other business units*



# Powering Our Communities Through a Crisis

## Customer Support

- Multi-pronged approach to reach customers
- Suspended service disconnections and late fees and restored services
- Enhancing and extending customer support programs
- Establishing payment arrangements and helping customers secure company and community assistance

## Restarting Delaware

- Increasing community support
- \$100,000 in March and April to Delmarva relief efforts
- \$100,000 in June to small businesses
- \$75,000 in June to community colleges through Community Scholars Program



# Delmarva Customer Satisfaction and Reliability Scores

Delmarva Power has consistently earned strong customer satisfaction ratings.

**90%**  
customer satisfaction  
rating

**95%**  
satisfaction with  
reliability

**92%**  
satisfied with  
keeping outages to a  
minimum



Delmarva Power was **ranked number one for both residential and business customer satisfaction in the East Midsize Region**, according to the J.D. Power 2019 Electric Utility Residential Customer Satisfaction Study<sup>SM</sup> and 2019 Electric Utility Business Customer Satisfaction Study.<sup>SM</sup>



Escalent named Delmarva Power a **2020 Environmental Champion** based on customer ratings of utility efforts to protect the environment.



Escalent named Delmarva Power a **2020 Most Trusted Utility Brand** based on residential customer ratings of community support, customer focus, communications effectiveness, reliable quality, environmental dedication and reputation.

\*Source: 2019 Escalent (Market Strategies International) Delmarva Power Customer Satisfaction Report

\*Source: 2019 J.D. Power Residential Electric Customer Satisfaction Survey

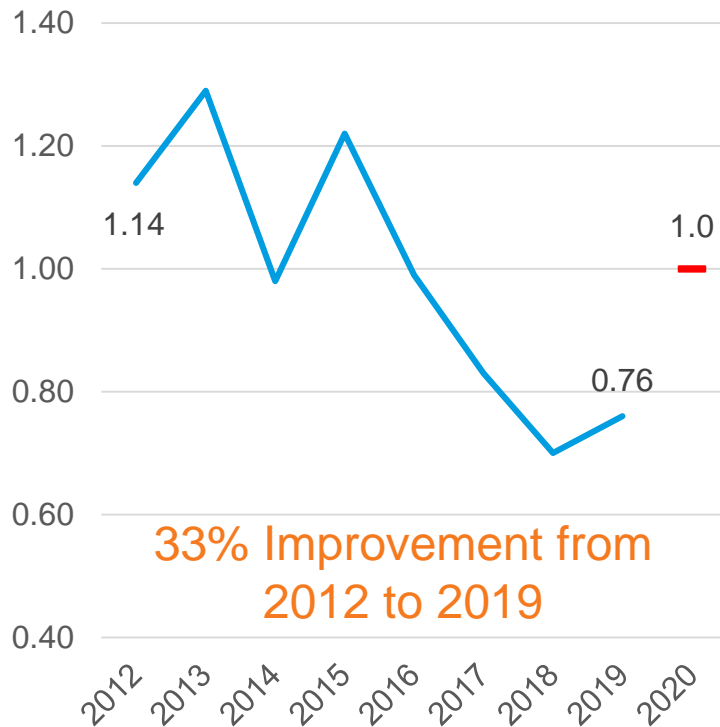
\*Source: 2020 Cogent Syndicated Utility Trusted Brand & Customer Engagement<sup>TM</sup>: Residential



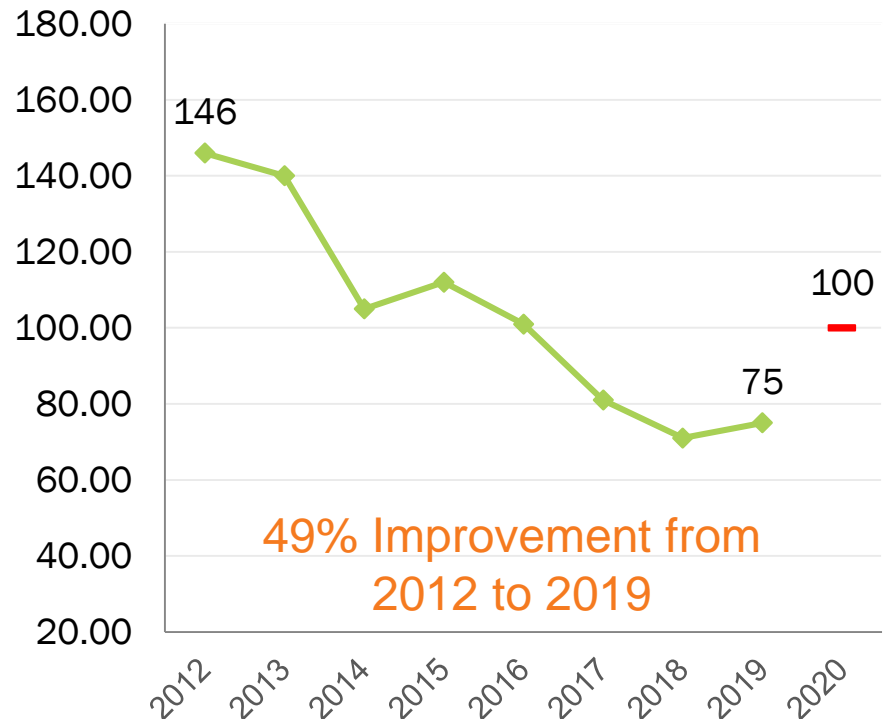
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# Continued Improvements in Service Reliability for Customers

## Frequency of Outages



## Duration of Outages (minutes)



— 2020 Regulatory Commitment (3-yr. avg.)


2019 reliability performance in Delaware exceeds merger commitment. 2020 is moving to new Distribution System Planning threshold.








## Building a Connected Community in Wilmington


- Creating a roadmap to guide the deployment of new services and technologies in Wilmington
- Continuing **ConnectWilmington**, a smart city initiative with the City, and launching a new initiative with **The Teen Warehouse**

 Teen Warehouse

 Amtrak Stations

 PHI LED Streetlight

 ConnectWilmington Phase I Pilot Area

 ConnectWilmington Phase I Smart Node Demonstration Area



# Providing Safe, Reliable and Affordable Natural Gas Service

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**136,048**

Natural Gas  
Customers



**2,886**

New Natural  
Gas Customers  
in 2019



**7.3 Miles**

Gas Main  
Replacement



**4,360**

Emergency  
Calls



**99.98%**

Gas Odor On-Time  
Call Response



**1.06**

Gas Customer  
Unplanned Outages  
per 1,000 Customers

# Committed to our Communities

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**\$1.3M**



**\$2M**



**52**



**18,653**

Annual Charitable  
Contributions

Towards Workforce  
Development Programs  
in DE over 4 years

Board Leadership  
Positions

Volunteer  
Hours



FOR SCIENCE AND MATHEMATICS EDUCATION  
"Encouraging excellence in science and math education"



DEL-MAR-VA COUNCIL  
BOY SCOUTS OF AMERICA



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# The Year Ahead in Delaware

